

Was contacted by SBAonline 2/6/03 and offered a free trial service. Information was gathered including my birthdate month/year. When I asked what the charges were following the trial period and was told \$29.95, but I could call to cancel, I told the representative explicitly that we did not wish to accept the free trial. I believe that they used a deceitful tactic in acquiring my birthdate and then used it to represent an "authorization code" to meet the FCC standards. Charges appeared on my Qwest Long distance bill, for this agency. I called SBA online, contested the charges and after threatening legal action, the charges were removed. I would like to see the FCC revise their regulations on two fronts:

- 1) the process by which telephone solicitations are "authorized"
- 2) the requirement that phone companies such as Qwest bill for these charges, for companies that are acting unethically.

Sincerely,

Katy Hindley